

2. Electronic Deposits and Remittance Advices

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2.1 About Electronic Transactions

Electronic transactions can be used to make a payment and/or send an Explanation of Benefits (EOB) or Remittance Advice (RA) to a health care provider either directly or via a financial institution.

Medicare currently supports the ANSI ASC X12N 835 Health Care Claim Payment/Advice Transaction electronic format. This is a variable-length format that allows remittance advice information to be sent to both institutional and non-institutional providers.

2.2 Electronic Reimbursement Process

IHS has an agreement and arrangement with PNC Bank to enable electronic reimbursement between major insurers and the different IHS facilities and Area offices. The reimbursement is based on claim batches by insurer.

The following sections describe the process of tracking these electronic fund transfers (EFTs).

2.2.1 Download PNC Bank Deposits

EDI 835 files are downloaded through PNC Sterling Software.

Website: www.treasury.pncbank.com

After logging on, see the instructions for downloading EFT payment files.

2.2.2 Download the PNC Bank Previous Day Summary and Detail Report

Note: Previous Day Summary and Detail Reports are only for ACH/EFT credits for payers with ACH/EFT capabilities, such as Medicare Part A and B.

It is the responsibility of the Business Office Accounts Receivable section to identify facility payments from the PNC Bank deposits and the pay date. A hard copy of the Previous Day Summary and Detail Report should be printed and submitted to the Business Office manager, which can be used for

management review. For an example of the PNC Lockbox Collection Report, see Part 5, Appendix A.

To download and print the Previous Day Summary and Detail report:

1. Go to the PNC Bank website:
www.treasury.pncbank.com
2. Select a Module: **Account Login**
3. Select a Service: **Pinnacle Web**
4. On the log in page, enter the following information:
 - Company User ID
 - Operator ID
 - Password
5. Pinnacle Web page: **Modules**
6. Select a Module: **Previous Day Rptg**
7. Previous Day Report Page: Under Daily Reports, select: **Previous Day Summary and Detail**.
8. Click on **Download/Print**.
9. In the small box that appears, select ALL and APPLY.
10. When the File Download screen appears, select **Open this File from this Location** and click **OK**.
11. Print two (2) copies, and Exit.

One complete copy will be filed with A/R and another copy will be given to Finance or Accounting.

The A/R technician will now access the special report service using the same website.

2.2.3 Download and Print the PNC Bank Lockbox Report

The PNC Bank Lockbox Special Report contain all paper check deposits, including amounts with check number, check amount, and payer (e.g., Private Insurance, Non-Beneficiary, NM Medicaid and Saluds).

For the correct PNC Bank Lockbox procedure, go to this website:

<http://www.treasury.pncbank.com>

To download and print the Lockbox report:

1. Select a Module: **Special Report Svc**
2. Under Special Report Dashboard: (Report Group), select **Lockbox**.
3. Under Lockbox (History Report), select **Lockbox**.
4. Click on **Download/Print**.
5. In the small box that appears, select ALL and APPLY.
6. When the File Download screen appears, select **Open this File from this Location** and click **OK**.
7. Print two (2) copies, and Exit.
8. Log off

One complete copy will be filed with A/R and another copy will be given to Finance or Accounting.